

Second Amendment to the IME Professional Services - Member Services Contract

This Amendment to Contract Number MED-10-001-A is effective October 1, 2013, between the Iowa Department of Human Services (Agency) and MAXIMUS Health Services, Inc (Contractor).

Section 1: Amendment to Contract Language

The Contract is amended as follows:

Revision 1. The RFP Scope of Work, which is incorporated into the Contract by reference, is hereby amended by adding the following text as new Section 6.5.9:

6.5.9 Iowa Medicaid Communications Support

The Contractor shall provide leadership from a communications perspective to assist the Department in developing and implementing communications plans and documents to be used with all stakeholders to support Iowa Medicaid's efforts in meeting all federally mandated deadlines to implement the various components of the health care reform legislation and other initiatives.

6.5.9.1 State Responsibilities

Agency staff will:

- a. Review and approve the communications plan
- b. Review and approve the communications materials
- c. Identify meetings or other opportunities for contractor to participate and communicate with stakeholders
- d. Review and approve the staff person to perform the duties of IME Communications Manager

6.5.9.2 Contractor Responsibilities

Contractor duties include but are not limited to:

- a. Submit a staffing plan to the Agency for approval. The Agency reserves final approving authority for any staffing changes.
- b. Create and maintain an annual communications plan, for Agency approval.
- c. Develop and distribute communications materials as identified in the approved annual communications plan, or as identified by the Agency to support IME initiatives. Materials will only be distributed after receipt of approval of the IME.
- d. Develop and distribute the following Iowa Medicaid publications:
 - i. Monthly Endeavors Updates newsletter
 - ii. Weekly internal 'The Pulse' newsletter
 - iii. Quarterly member newsletter
 - iv. Quarterly Health Home Happenings newsletter

- e. Administer and manage content for IME web pages and social media platforms.
- f. Support and represent the IME at meetings as identified and determined by Agency leadership.
- g. Support for all Medical Assistance Advisory Council meetings, including but not limited to development and distribution of:
 - i. Meeting agendas
 - ii. Presentation decks
 - iii. Meeting invites and reminders
- h. Identify, monitor and report key communications from leading organizations regarding Medicaid initiatives.
- i. Meet with Agency staff on a monthly and as-needed basis for ongoing communications and stakeholder engagement development.

6.5.9.3 Performance Standards

- a. Contractor shall deliver the annual communications plan to the Agency for approval within 60 calendar days of the start of each state fiscal year. Final approval must be obtained within 15 business days of first submittal.
- b. Contractor shall deliver Iowa Medicaid publications within timeframes given in the Agency-approved communications plan.
- c. Contractor shall receive written (or verbal, only when appropriate and necessary) approval of all communications materials from the Agency prior to distribution.
- d. Contractor shall report at least monthly on key communications from leading organizations regarding Medicaid initiatives.

Revision 2. The RFP Scope of Work, which is incorporated into the Contract by reference, is hereby amended by adding the following text as new Section 6.5.10:

6.5.10 IHAWP Support and Operations

The Contractor shall support implementation and operations of the Iowa Health and Wellness Plan ("IHAWP").

6.5.10.1 State Responsibilities

Agency staff will:

- a. Provide policy direction and administrative decisions regarding the project.
- b. Set direction for Contractor as planning efforts mature.
- c. Review and approve all deliverables including the IowaCare transition plan, HRA, outreach and education materials, and IHAWP implementation plan.

6.5.10.2 Contractor Responsibilities

Contractor duties include but are not limited to:

- a. Develop and implement an IowaCare transition plan, including education and outreach.
- b. Perform screening to identify, then distribute materials and collect information, for members who meet the CMS criteria for ‘medically frail’ enrollment.
- c. Develop and administer a health risk assessment (HRA) and associated health engagement strategies, including but not limited to:
 - i. Collaborate with Agency staff to develop a HRA outreach plan for members and community organizations, including timeframes and annual assessment completion goals.
 - ii. Collaborate with Agency staff to develop a HRA and appropriate questions for IHAWP members.
 - iii. Administer the HRA for IHAWP members.
 - iv. Provide multiple mechanisms for members to complete the HRA, including, but not limited to phone, mail, email or fax.
 - v. Provide telephonic support for member completion of the HRA.
 - vi. Create a repository and tracking system for completed assessments, identifiable by member.
 - vii. Develop a multi-touch, multi-media member education campaign related to the health risk assessment which encourages members to complete the assessment.
 - viii. Conduct targeted outreach to members to assist with assessment completion.
 - ix. Provide monthly updates to the Agency related to the total number of members who have completed the assessment.
- d. Provide other key support staff such as project management analyst and implementation manager.
 - i. Project management analyst duties to include: provide project management support to Agency staff on special projects; draft, update and manage project plans for special projects; and support Agency staff as needed on current and future special projects.
 - ii. Implementation manager duties to include: initial operational launch of expanded call center; ongoing operational support of call center infrastructure; and management and oversight of staff.
- e. Provide an Iowa communication consultant for strategy, support, and event planning in collaboration with DHS related to the outreach and education activities for the IHAWP and the Health Insurance Marketplace.
- f. Provide outreach and education regarding the IHAWP to members and the general public.
 - i. Outreach materials include but are not limited to state-approved brochures, letters, website content, social media support, and “Welcome to the Program” member information.

- g. Provide 22 new staff, to be designated by title, to work exclusively in addressing IHAWP Support and Operations.

6.5.10.3 Performance Standards

- a. Contractor shall comply with all Performance Standards outlined in Section 6.5 in relation to services provided pursuant to subsection 6.5.10.
- b. Contractor shall deliver the IHAWP outreach plan to the Agency for approval within 30 calendar days of amendment execution. Final approval must be obtained within 15 business days of first submittal.
- c. Contractor shall deliver IHAWP outreach materials within timeframes given in the Agency-approved outreach plan.
- d. Contractor shall deliver the IowaCare transition plan to the Agency for approval within 30 calendar days of amendment execution. Final approval must be obtained within 15 business days of first submittal.
- e. Contractor shall deliver the HRA outreach plan to the Agency for approval within 30 calendar days of amendment execution. Final approval must be obtained within 15 business days of first submittal.

Revision 3: Section 7.1, Payment Terms and Compensation, paragraph four, is modified to read as follows:

The prices for the three (3) Renewal Option Years are:

SFY 2014	\$3,666,774.00
SFY 2015	\$5,487,722.32
SFY 2016	\$5,663,013.32

Revision 4: Section 7.1, Payment Terms and Compensation, is hereby amended by adding the following text at the end of the Section:

Notwithstanding the above, for the Scope of Work set forth in Section 6.5.10, Contractor shall also be entitled to receive the following:

IHAWP Transition: \$289,693.52, upon Agency approval of the IHAWP outreach, IowaCare transition, and HRA outreach plans.

IHAWP Operations: Nine (9) monthly payments of \$138,444.61 for services rendered October 2013 through June 2014.

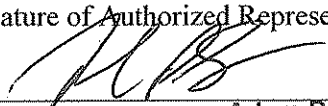
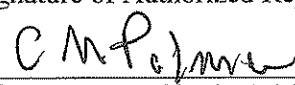

Section 2: Ratification, Authorization, & Contingency

Except as expressly amended and supplemented herein, the Contract shall remain in full force and effect, and the parties hereby ratify and confirm the terms and conditions thereof. Each party to this Amendment represents and warrants to the other that it has the right, power, and authority to enter into and perform its obligations under this Amendment, and it has taken all requisite actions (corporate, statutory, or otherwise) to approve execution, delivery and performance of this Amendment, and this Amendment constitutes a legal, valid and binding obligation upon itself in accordance with its terms. This Amendment is contingent upon CMS approval.

Section 3: Execution

IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are

hereby acknowledged, the parties have entered into the above Amendment and have caused their duly authorized representatives to execute this Amendment.

Contractor, MAXIMUS Health Services, Inc	Agency, Iowa Department of Human Services
Signature of Authorized Representative: 	Signature of Authorized Representative: 
Printed Name: Adam Polatnick	Printed Name: Charles M. Palmer
Title: Vice President	Title: Director
Date: Assistant General Counsel 	Date: 